



State of Louisiana
DIVISION OF ADMINISTRATION

OFFICE OF STATE UNIFORM PAYROLL

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November 7, 2002

OFFICE OF STATE UNIFORM PAYROLL MEMORANDUM #2003-29

TO: All ISIS HR Paid Agencies

FROM: Jena W. Cary
Director

SUBJECT: Clearing Unresolved Claims in ISIS HR

As we are nearing the end of calendar year 2002, it's time to begin resolving all remaining overpayments (claims – WT/561) for employees who have separated and for those who are active, but not currently receiving pay. Additional information regarding claims is available on the [ISIS HR Bulletin Board](#).

Attached is a list of agency employees that have unresolved claims. Only agencies with unresolved claims will have an attachment. Agencies must review this list carefully and, if any of the following conditions exist, then notify ISIS HR Help Desk staff via e-mail (<mailto:OIS/HRHELPDESK@DOA.STATE.LA.US>):

- 1) Employee will return to work prior to end of calendar year.
- 2) Employee has already repaid agency by check or you expect to receive a check before the end of the calendar year. ISIS staff must be informed of the check amount.
- 3) Master data correction has not been entered which will clear this claim.
- 4) Employee is owed money, but the entry has not been input into ISIS yet. ISIS staff will need to know the pay period during which you intend to enter these final master data updates or changes.

The subject of your e-mail should be "**CLAIM INFORMATION.**" If you are uncertain as to how to correct erroneous master data, please seek advice from the ISIS HR Help Desk before making any changes.

All appropriate information relating to the four (4) conditions noted above must be given to ISIS HR staff before the noted deadlines to prevent Forms W-2c and amended returns for employees. Beginning **Thursday, November 14, 2002**, ISIS HR staff will clear claims for any separated employee for which they do not receive additional CLAIM INFORMATION.

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Every two weeks, beginning **Tuesday, November 12th**, ISIS HR staff will e-mail agencies a list of new claims created during the previous pay period for both active and separated employees. All new employees with claims must be researched and, as before, ISIS HR Help Desk staff must be notified within one week of any reason you anticipate that the claim will clear itself before year end. Please refer back to the four (4) reasons we provided on page one (1) which require the ISIS HR clearing process be deferred.

At this same time, ISIS staff will notify agencies of specific claims that have been cleared. In the case of active employees, the remaining money owed will be set back up by ISIS staff at the beginning of next calendar year (period 01/2003) using wage type **0111**. This is done so that if the employee does have earnings anytime during that next calendar year, the remaining overpayment can be recovered.

In the event a claim was cleared for a separated employee, their record will be locked to prevent any attempts by a user agency to 1) recalculate a pay period prior to the date the claim was cleared or 2) to process pay for a period subsequent to the clearing date. A notification of this lock will be output as an error message on ZP45 (Potential Payroll/FI Error Audit Report). The message text will read: "**CLAIM/ARRS/GA OUTSTANDING. CALL HELP DESK.**" Users will typically encounter this message when rehiring an employee that separated from State service with an unresolved claim.

Your prompt attention in researching these employee overpayments is requested and appreciated. Questions, if any, should be directed to the ISIS HR Help Desk at (225) 342-2677.

JWC/MO/kmb

Attachment: (Agency specific)